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# JUSTIN D. ORTIZ

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## Education

### Denver University

Full Stack Web Development Bootcamp

*Denver, CO | 2022*

### Colorado Mesa University

Bachelor of Arts Kinesiology: Health and Fitness Promotion

*Grand Junction, CO | 2016*

### Indian River State College

Associate of Arts

*Fort Pierce, Florida | 2014*

## Technical Skills

- **Languages:** JavaScript, Node.js, HTML5, CSS3, Git, GitHub, Bootstrap, and Bulma frameworks.
- **OS:** Windows 10/8/7

## Relatable Experience

### Denver University Bootcamp Projects and Apps

#### NuRoute

- Collaborated with three other classmates to create a fitness application with mobile responsiveness. This app is powered by Google.maps and Google.places, and Typefit API's.
- Utilized Agile practices to organize project and workflow. Included standups within our collaborative meetings to identify current work and solve problems that were halting progress. Created wire frames, user story, and project board that was utilized throughout project.
- Served as a contributor to the JavaScript, Bulma Framework, CSS, and HTML5.

#### The Weather Spot

- Dynamically created web page made primarily with JavaScript and OpenWeather Fetch API to feature a 5-day forecast by using a search by city or zip parameter.
- Applied DOM manipulation and local storage for features within the website that allow a previously searched city to be searched again.
- I built out this web app mainly with JavaScript and HTML5. I utilized CSS to make the styling within the webpage.

## **Work Experience**

### **HIGHLANDS RANCH COMMUNITY ASSOCIATION**

*Assistant Facility Supervisor | Highlands Ranch, CO | 2018- present*

- Exercised a high level of decision making and problem resolution to run the daily operations of a state-of-the-art top, top tier recreation facility and community center to 1500+ members a day.
- Managed and implemented data entry and data cleanup projects with Member Services staff to ensure SaaS database was clean. Frequently met to ensure all cleanup procedures and quotas were met.
- Coached and trained membership services and guest services staff to maintain high level of customer satisfaction to streamline membership experience for 33,000 households.
- Held meetings and software training sessions that included technical trainings and on-screen examples. I was able to successfully educate and maintain current program processes to staff members of program changes. Wrote guides and technical papers to assist resource development within the department.
- Assisted in managing improvements projects to modernize and maintain workout facilities. Managed many business relationships, invoicing, budgeting, and documentation.
- Assisted with hiring process of Guest Service, Membership Service, and Rock Wall position. I kept record and completed recruiting, performance review, documentation, and workplace policies of facility employees to maintain a staff of 40+ team members.

### **HIGHLANDS RANCH COMMUNITY ASSOCIATION**

*Member Services Staff | Highlands Ranch, CO | 2017- 2018*

- Used problem resolution with using available resources in a customer service role.
- Learned how to use SaaS software efficiently.
- Managing time efficiently while being enthusiastic with clients

### **COLORAUTO CARWASH & DETAIL SHOP**

*Auto Detailer | Grand Junction, Colorado | 2015 – 2017*

- Utilized customer service skills while detailing vehicles and selling/installing protective coating products
- Successful in providing complementary service with a high attention to detail
- Experienced in scheduling and organizing work calendar

## **Leadership**

### ***Highlands Ranch Community Association ERC (Employee Relations Committee)***

- Chair of the Employee relations committee at the Highlands Ranch Community Association. Focused on implementing ideas in a team atmosphere to increase employee appreciation and participation within work related events.
- Assisted with planning and executing events focused on employee appreciation. During my time as Chair, I assisted with an employee party for 800+ employees and their families.